Secure E-mail User Guide

for DSHS Business Partners and Providers
(External Users)

Version 1.0

June 2012

Table of Contents

Secure E-mail

This service is provided to allow you to communicate confidentially with DSHS employees and business partners.

It is strictly intended for official business in the service of DSHS clients and must not be used for personal use.

Do you have Secure E-Mail questions?

- If your questions focus on the topic of your secure e-mail message, please contact whoever sent you the message and ask them for assistance.
- If your questions are more technical, and you need help accessing your secure e-mail message or using this secure message system, please e-mail Servicedesk@cts.wa.gov or call the Consolidated Technology Services (CTS) Service Desk at 360.753.2454. You may also call the toll free number at 1.888.241.7597. The service desk is available 24/7, including holidays. Unfortunately, the CTS Service Desk will only be able to assist you with technical issues. If your questions are about the content of your message, the CTS Service Desk will be unable to help. Please ask the sender of your message for assistance.

Receiving an Invitation to Secure E-mail

The first time a DSHS employee sends you a secure e-mail, you will be asked to register at the **Secure E-mail Portal.** The message contains an *Open Message* button (screenshot below) that will open the **Registration** page.

NOTES:

1. If your e-mail program does not support active links, copy and paste the link provided into your browser's address bar.

2. Depending on a recipient's e-mail settings, this and future notices may be blocked or quarantined by your anti-spam software. Please check your quarantine server or work with your local e-mail administrator or Internet service provider. The secure message notification e-mail may have also been delivered to your "Junk" folder. If this is the case, you can retrieve the message from the "Junk" folder and add the sendsecure.m86security.com to your "safe sender list" so that any future notification will get routed to your inbox. If you still can't find the secure message notification e-mail, contact your IT department or Internet service provider and have them white list sendsecure.m86security.com (IP address 63.71.11.102) for inbound mail. Please ask the message sender to resend the secure message.

Receiving a Secure E-mail Message
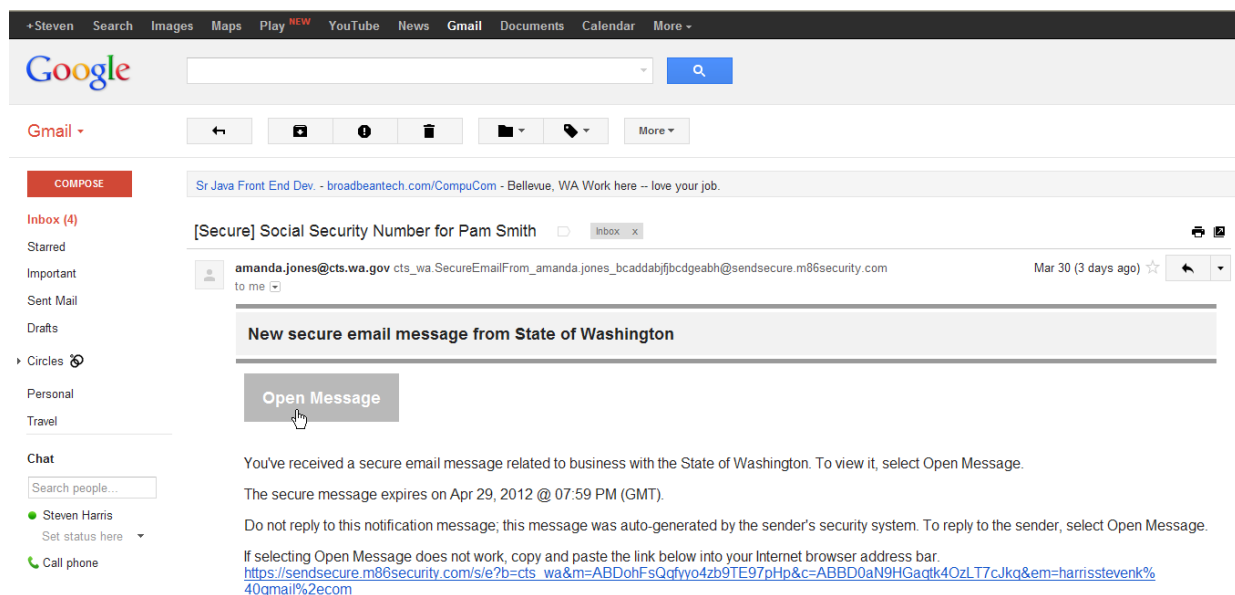
New User Registration

1. The registration page (pictured below) opens with your e-mail address already filled in.
2. Enter a password that complies with the following standards established by Washington state policy. Passwords must be at least 10 characters in length and meet all of the following conditions:
   - Contain a number
   - Contain both uppercase and lowercase letters
   - Contain at least one special character, such as ~!@#$?^&. Note that the asterisk and period are not valid special characters.
   - The password **cannot** include your name or e-mail address, or be a complete word.
   - Be significantly different from the previous four passwords. Passwords that increment (Password1, Password2, Password3 ...) are not considered significantly different.
3. Re-enter the password.
4. Select the ***Register*** button.

State of Washington Registration

Register Account

Enter your email address and a password to register and begin sending and receiving secure messages.

Email Address:
harrisstevenk@gmail.com
Password:

Re-enter Password:

Cancel   Register

Password Rules

Passwords must be at least 10 characters in length, and meet all of the following conditions:
- Contain a number
- Contain both uppercase and lowercase letters
- Contain at least one special character, such as: ~!@#$%^&
- The new password cannot include your name, email, or be a complete word. **More password hints**.

For customer support, email the **Washington State Consolidated Technology Services (CTS) service desk** or call 888-241-7597; TTY at 800-833-6388.
This site is intended for official business related to the State of Washington and governed by **Terms of Service**.
Use indicates you have reviewed and accepted the terms.

Automatic Logouts

The Secure E-mail Portal will automatically sign you out after a period of inactivity. To login to the Secure E-mail Portal again, select the ***OK*** button from the dialog box and reenter your credentials.

Message from webpage

⚠ The account was signed out due to inactivity.

OK
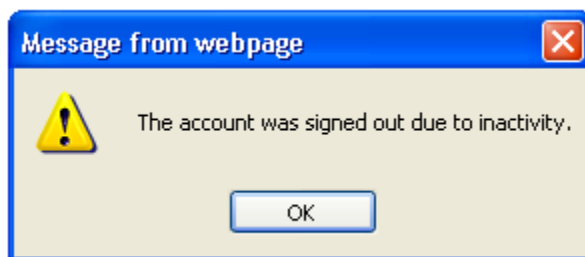
Receiving and Sending E-mail in the Secure E-mail Portal

After successful login, the secure e-mail message (pictured below) will be displayed.

State of Washington Message View

| Inbox | Address | Compose | Drafts |

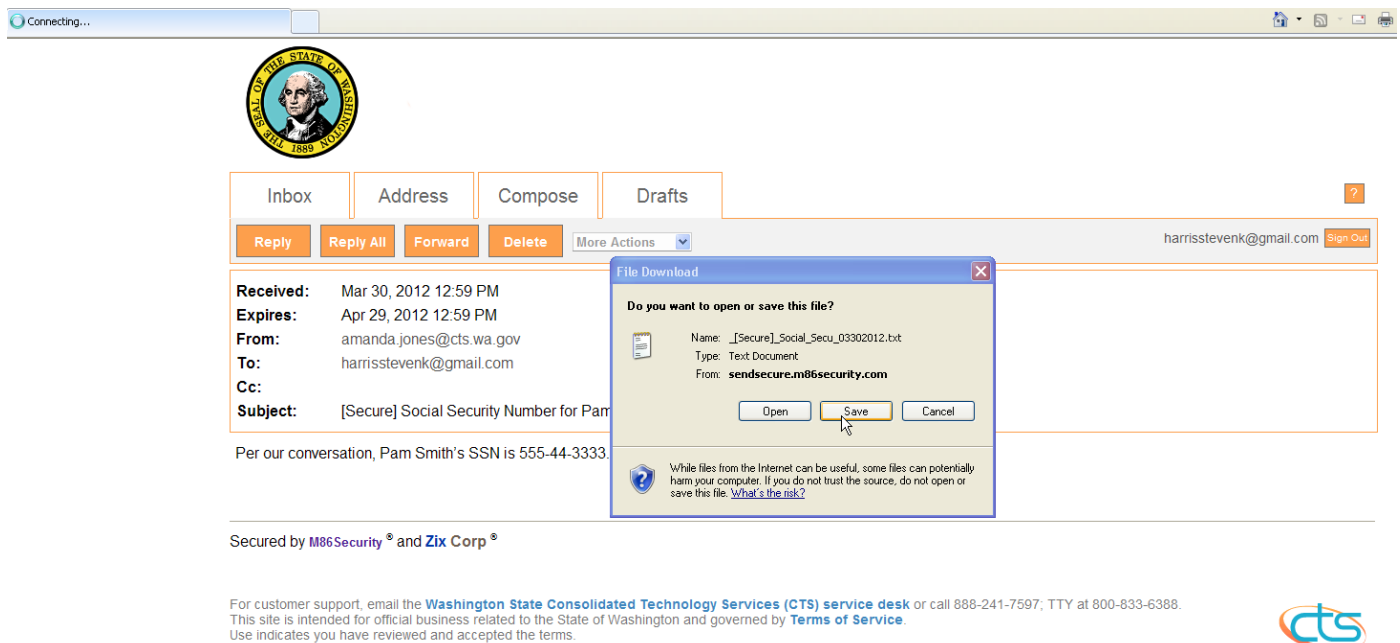Reply | Reply All | Forward | Delete | More Actions ▾   harrisstevenk@gmail.com Sign Out

Received: Mar 30, 2012 12:59 PM
Expires: Apr 29, 2012 12:59 PM
From: amanda.jones@cts.wa.gov
To: harrisstevenk@gmail.com
Cc:
Subject: [Secure] Social Security Number for Pam Smith

Per our conversation, Pam Smith's SSN is 555-44-3333. Please let me know if you need additional information.

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The Secure E-mail Portal provides four action options for a message received in the inbox:

1. Reply
2. Reply to All
3. Forward
    NOTE: Forwarding the message to another business partner will prompt that user to create a new account.
4. Delete
5. Save Message
6. Download Attachments

NOTE: The Secure E-mail Portal does not store sent messages. If you need to retain a copy of the e-mail, include your e-mail address in the *To* or *Cc* fields.

State of Washington Message View

| Inbox | Address | Compose | Drafts |

Reply | Reply All | Forward | Delete | More Actions ▾   harrisstevenk@gmail.com Sign Out

More Actions
Save Message
Save Attachments

Received: Apr 2, 2012 11:43 AM
Expires: May 2, 2012 11:43 AM
From: amanda.jones@cts.wa.gov
To: harrisstevenk@gmail.com
Cc:
Subject: [Secure] List of Social Security Numbers - Attached
Attachments: 2012 04 02 Customer Listing.xls

Attached, please find the listing of customers and their social security numbers, as discussed. Please contact me if you have any questions.

Secured by **M86Security** ® and **Zix Corp** ®

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Saving a Secure E-mail Message

To save a Secure E-mail message, you may need to allow your browser to download the file from the Secure E-mail Portal. A sample from Internet Explorer 7 is shown below:
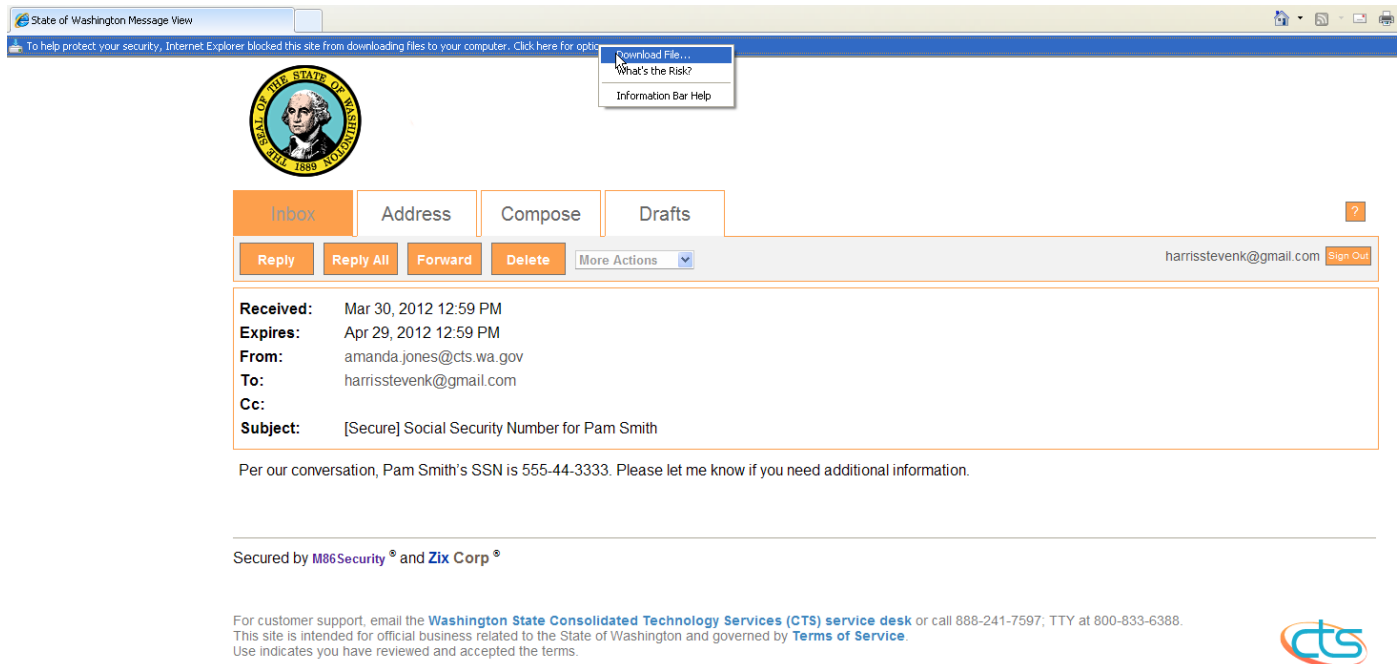
When the message screen refreshes, select *Save Message* from the *More Actions* menu, and follow the *Save* prompts through your browser (as pictured below).

Downloading an Attachment

To download an attachment, you may need to explicitly allow your browser to download the file from the Secure E-mail Portal. A sample from Internet Explorer 7 is shown below:

When the message screen refreshes, select **Save Attachments** from the **More Actions** menu, and follow the **File Download** prompts through your browser (as pictured below).

Windows XP users may select the **Open** button to view both a .txt version of the e-mail message and the original attachment in a Windows Explorer window.
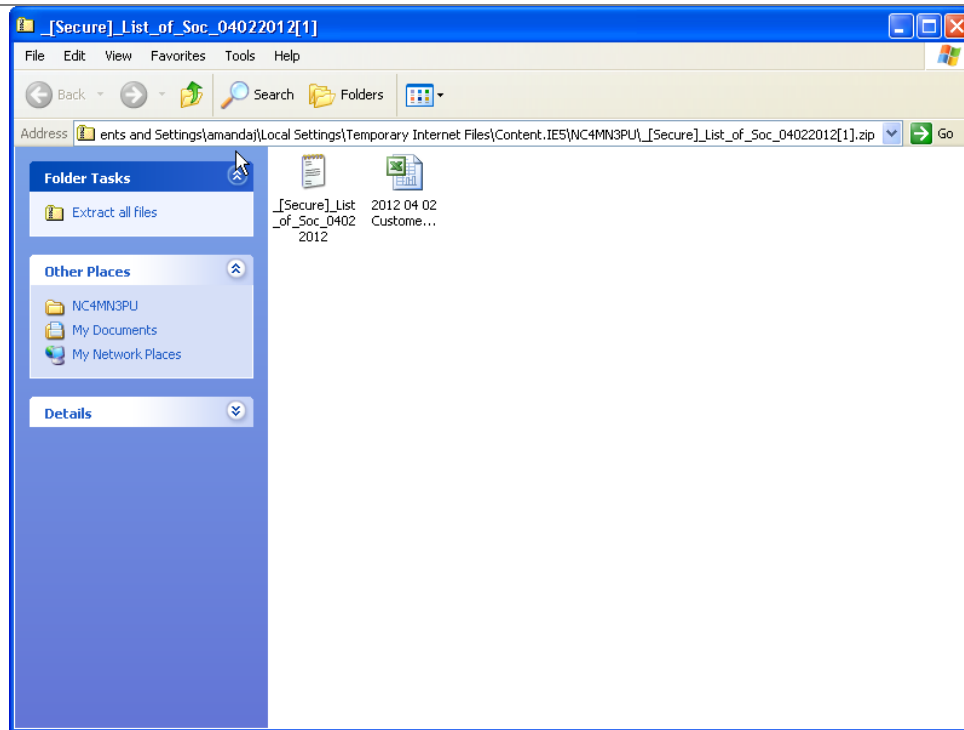
Windows XP users may select the **Save** button to save a .zip file containing both a .txt version of the e-mail message and the original attachment.
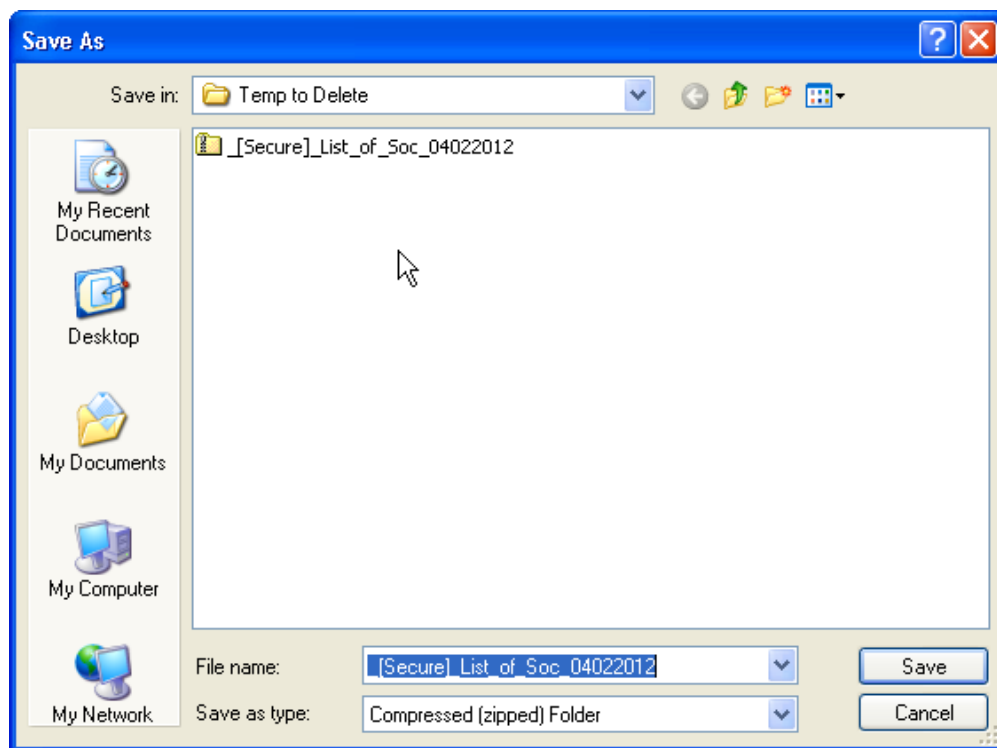
Replying to a Secure E-mail Message

From an open message, select the **Reply** or **Reply All** buttons (pictured below).

NOTE: The *Reply* and *Reply All* functions will not provide an opportunity to add recipients. If you need to add recipients to the distribution, select the *Forward* function.

Forwarding a Secure E-mail Message

You may forward any message received in the Secure E-mail Portal to any internal or external user for official State of Washington business.

1. From an open message, select the *Forward* button (as pictured below).

2. To edit the message, place your cursor in the message body above the "**Originally sent by**…" (as pictured below).

Selecting the *Update Attachments* Button to Add or Delete Attachments

Composing a New Secure E-mail Message

1. To send an encrypted e-mail message to any recipient, select the **Compose** tab from any screen in the Secure E-mail Portal. A new message will automatically be opened (as pictured below).

    NOTE: The Secure E-mail Portal does not store sent messages. If you need to retain a copy of the e-mail, include your e-mail address in the **To** or **Cc** fields.

The .html e-mail editor provides several formatting options, including:
   a. Bullets and numbering
   b. Indent
   c. Alignment
   d. Font face
   e. Font size
   f. Highlighting
   g. Font color

2. To attach a file, select the ***Attach File*** button (as pictured below).

a. A new screen will open (as pictured below). Select the ***Browse*** button to navigate to select your file to upload.

b. Once the file name and path has been populated in the Attach Files box, select the ***Add File*** button (as pictured below).

c. Repeat this process to add additional files (up to 10 files, with a total of up to 30 MB). When the file name(s) appear in the **Attachments** dialog box, select the **Finish** button to add the file(s) to your e-mail and return to the message.

Using the Address Book

The Secure E-mail Portal allows you to enter and save contact information for those with whom you correspond regularly and then use that saved information to send e-mail messages to a contact, or group. (See screenshots below.)

1. To add a contact to your Address book, select the ***Address*** tab from any screen in the Secure E-mail Portal, then select the ***New Contact*** button.

2. Enter the *First Name*, *Last Name*, and *E-mail Address* for the contact, then select the *Save* button.

3. When the screen refreshes, your contact will be added to your Address list. Contacts are displayed in Last Name, First Name format.

4. To create a **Group** for distribution to more than one contact at a time, select the *Add Group* button from the *Address* menu.

5. Enter a group name, and use your mouse to select the names of the individual contacts you wish to add to the group. To select more than one contact at a time, hold the **Ctrl** button while clicking with your mouse.

6. Select the **Include in Group** button to add these contacts to your list.

7. When all contacts have been added and display in the **Contacts in Group** box, select the **Save** button to create the group.

Inbox | Address | Compose | Drafts

Save | Cancel
Save this contact

harrisstevenk@gmail.com | Sign Out

Group Name:

Customer Contacts

Available Contacts:

No Contacts Available

Include in Group

Contacts in Group:

Jones, Amanda
Miller, William

Remove from Group

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Inbox | Address | Compose | Drafts

Mail | Delete | New Contact | Add Group

harrisstevenk@gmail.com | Sign Out

Select	Contact	Details
☐	Jones, Amanda	amanda.jones@cts.wa.gov Edit
☐	Miller, William	wmiller@gmail.com Edit
☐	Customer Contacts	2 contacts in Customer Contacts Edit

Click for list of contacts

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8. Mail can be generated to the Group by clicking on the Group Name, or by selecting the **Select** checkbox next to the Group and selecting the **Mail** button of the **Address** menu.

Using the Drafts Folder

Select the **Drafts** tab in the Secure E-mail Portal to view draft messages. Messages are periodically saved as drafts while being composed.

1. To continue editing a draft message, select the **To**, **Subject**, or **Date** displayed.

2. To delete a draft message, select the checkbox in the **Select** column and select the **Delete** button.
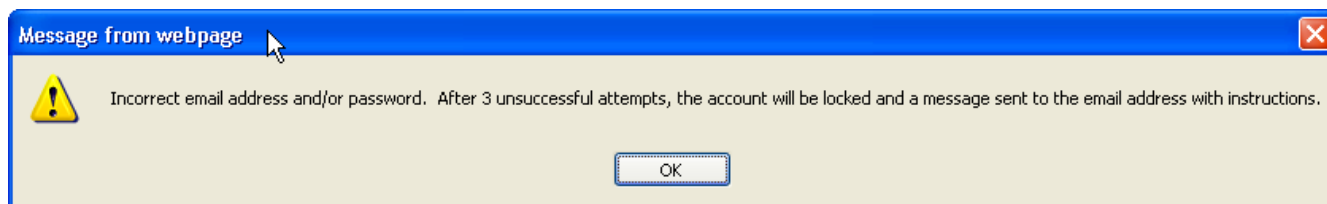

Secure E-mail Portal Notifications

The Secure E-mail Portal will provide notifications during a session through pop ups.

Incorrect Password Attempts

After three unsuccessful password entry attempts, your account will be locked (as pictured below). You may wait for 30 minutes to reenter the portal with the correct password, or use the **Reset Password** functionality from the Portal to immediately reset your password.

Resetting Your Password

1. From the Secure E-mail Portal login page, ensure your e-mail address is displayed, and then select the ***Reset Password*** button (as pictured below).

2. After entering a password that meets the requirements specified, the system will send an e-mail to your registered e-mail address. Follow the instructions to activate the password reset request (as pictured below).

State of Washington Reset Password

Reset Password

Enter the email address you registered with and a new password to receive a reset verification email.

Email Address:

harrisstevenk@gmail.com

New Password:

••••••••••

Re-enter New Password:

••••••••••

Cancel   Reset Password

Password Rules

Passwords must be at least 10 characters in length, and meet all of the following conditions:
- Contain a number
- Contain both uppercase and lowercase letters
- Contain at least one special character, such as: ~!@#$%^&
- The new password cannot include your name, email, or be a complete word. **More password hints**.

In addition, your new password cannot match the previous four (4) passwords.

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